



## **HUMAN SERVICES DIRECTOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of the City's Social Services, Housing, and Diversity Divisions. To coordinate assigned activities with other City departments and outside agencies; and to provide highly responsible, complex administrative support to City management staff and the City Council.

### **Supervision Received and Exercised:**

Receives administrative direction from the Deputy City Manager – Chief Operations Officer.

Exercises direct supervision over professional, technical, and clerical personnel.

### **Position Information:**

The role of the Human Services Director is to oversee City's activities in social services, assisted housing programs, and operations of the Diversity Office. The Human Services Director is responsible for the management of counseling and diversion services; CARE 7 program; prevention and youth resources; senior resources; assisted housing programs; TCC (Tempe Community Council); diversity programs; education outreach; ADA compliance; workforce development; community events and outreach.

The Human Services Director is responsible for determining departmental policies; planning long term programs; managing the department's budget and handling complex administrative duties.

In addition, the Human Services Director develops and promotes a solid relationship with the general public; City Council; boards and commissions; various employee groups, other City departments; and other municipalities.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

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### Human Services Director (continued)

- Administer, plan, and direct the activities of the following divisions: Social Services, Housing, and Diversity.
- Advise, consult and provide information to the Deputy City Manager - COO regarding social services, housing assistance services, and diversity related issues and policies.
- Analyze, develop and present recommendations to the City Manager, Deputy City Managers, and/or City Council as necessary.
- Provide leadership and direction with planning and prioritizing tasks, strategic planning initiatives, and upholding the City's stated mission and values.
- Lead the City Manager's initiative to provide focused learning experiences and resources to improve performance and maximize leadership in the workplace.
- Administer and direct comprehensive programs; formulate and recommend policies, regulations and practices for carrying out the program; consult with and advise the City staff to coordinate the various phases of the policies, practices, federal regulations, ordinances and resolutions.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Confer, advise and/or direct division heads on problems relating to activities within their division.
- Facilitate the resolution of employee relations issues as well as represent the City in matters of concern to associations representing City employees.
- Advise and assist the City Manager, Deputy City Managers, department management, and employees in a variety of work related matters including the interpretation and application of policies and processes.
- In conjunction with City Manager's Office and City Council, formulate, develop, maintain and promote a vision for future city-wide community development.
- Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

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### Human Services Director (continued)

- Coordinate activities with those of other City departments and outside agencies and organizations; prepare and present staff reports and other necessary correspondence.
- Make presentations before the City Council and other boards, commissions and community organizations.
- Supervise and participate in the development and administration of the department budget; direct the forecast of additional funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures; and implement midyear adjustments.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Have a strong commitment to value diversity in the Department and the City.
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

Eight years of increasingly responsible management experience in at least one of the following areas:

- Social Services (human services or public administration)
- Community Development or subsidized housing programs
- Mediation, facilitation, human relations, and/or program planning preferably with a public agency

#### **Education:**

A Bachelor's degree from an accredited college or university in business management; public administration; human or social services or a degree related to the core functions of this position. Master's degree is preferred.

#### **Licenses/Certifications:**

None

#### **Examples of Physical and/or Mental Activities:**

- Operate computers and other office machines using repetitive hand/eye movement
- Considerable reading and close vision work

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Human Services Director (continued)

- Requires working extended hours

**Competencies:**

**Interpersonal skills:** Maintain open lines of communication; establish a high degree of trust and credibility; and promote a workforce and environment that represents and values diversity of people and ideas.

**Integrity:** Abide by a strict code of ethics and behavior; encourage others to behave accordingly; treat others with honesty, fairness and respect; and take responsibility for accomplishing work goals within accepted timeframes.

**Professionalism:** Maintain composure and deal calmly and effectively in stressful situations; project an appropriate image of self and the organization; and take pride in work and the work of the organization.

**Initiative:** Work with energy, drive and strong accomplishment orientation; go beyond the routine demands of the jobs; perform effectively with minimal direction; and always strive to succeed and excel.

**Customer Service:** Understand customer needs; provide prompt, efficient and courteous assistance; follow up with customers; and actively look for ways to improve service.

**Planning and Organizing:** Approach work in a methodical manner; prioritize tasks and perform accurately and completely; allocate time and resources effectively; and develop contingency plans.

**Dependability and Reliability:** Responsible and consistent in fulfilling obligations; diligently meets deadlines; and complies with organizational rules, policies and procedures.

**Willingness to Learn:** Develop and maintain knowledge, skills and expertise necessary to achieve positive results; anticipate changes in work demands and participates in training to address; and seek constant feedback.

**Critical and Analytic Thinking:** Use inductive and deductive reasoning to perform job successfully; critically review, analyze, compare and interpret information; and quickly understand, orient and learn new assignments.

**Teamwork:** Accept membership in a team; develop constructive and cooperative working relationships with others; identify goals and values of the team; and bring others together to reconcile differences.

**Problem Solving and Decision Making:** Ability to identify problems; use logic and analysis to identify and decide on the best solution to resolve the problem; and commit to a solution in a timely manner.

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**Job Code: 519**

**Status: Exempt / Unclassified**